



## Patient Participation Group (PPG)

PPG's are a great way for Patient's to meet with the team here at the Surgery to help us to continue to deliver high quality services.

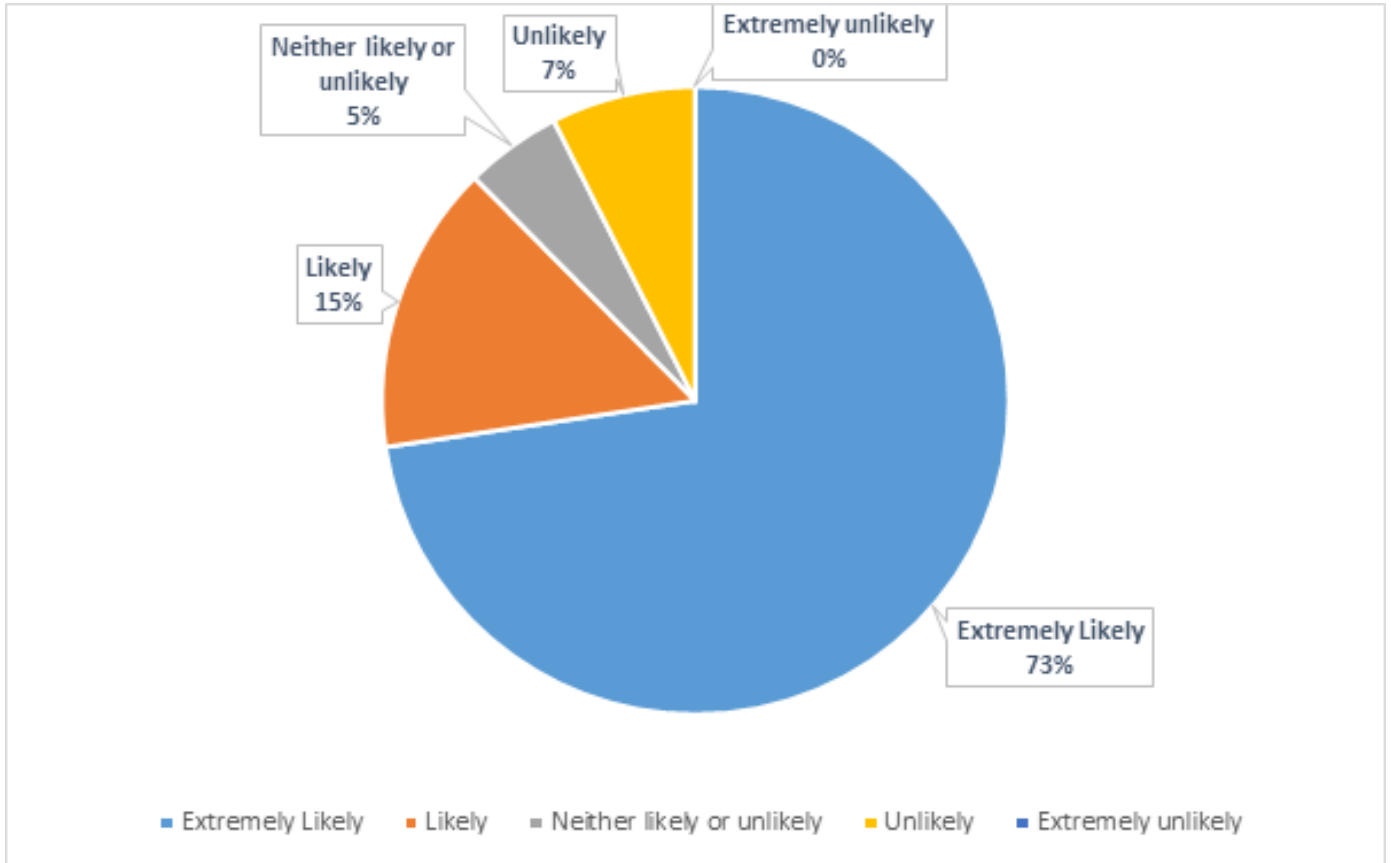
They meet regularly with the Practice manager, GP's and various other staff members to identify what can be improved and how to implement the changes needed to continue our strong relationship.

These meetings also provide support to individual patients, and help them to make informed decisions about managing their health conditions, and show people where to find additional services and support in the community.

## Inside this issue

- Friends and Family
- Be Part of Research
- Give Blood, save lives, this spring.
- Surgery News

## Friends and Family Results March 2024



88%  
of patients who responded to our survey would be **extremely likely**  
or **likely** to recommend our GP surgery

Thank you for responding to our survey as this helps us to  
continuously improve our service :)

**Be Part of Research enables you to find and take part in a range of health and care research.**

**Health research helps to discover new and better ways to treat diseases, improve the NHS and the quality of care across the country.**

**Anyone can take part in research whether you have a health condition or not. You could take part in research at a local hospital, GP practice - or even at home.**


**It's easy to get in involved. Simply sign up online and choose the health conditions you are interested in. You will be sent details of approved studies that match your interests to decide if you want to take part.**

## **Better care and treatments start with you**

Health and care research can only improve and save lives with the help of people like you.  
Create a free health research account to make it even easier to take part.



**Please visit "<https://bepartofresearch.nihr.ac.uk/>" for more information and "<https://volunteer.bepartofresearch.nihr.ac.uk/participants/introduction>" to join. Thank you**



## Save lives this spring

**We need your help to keep providing life-saving blood to the NHS this spring. You can help in different ways depending on your blood type:**

### **O negative and B negative**

**Please book and keep your appointment to donate as soon as possible. We need more of your blood type at moment.**

### **All other blood types:**

**Please book an appointment, even if it's a few weeks away - your donation will be just as valuable then.**

### **Save even more lives:**

**More donations of platelets are needed, particularly from donors with A negative, AB negative and A positive blood types.**

**Donating platelets means you can save even more lives: each donation can save the lives of up to three adults or twelve children. Nearly 70 per cent of donated platelets are used to treat people with cancer.**

**If you already give blood, all you need to do to switch to platelets is to provide a sample alongside your next donation. Simply tell staff at the donation session before you give blood that you wish to provide a sample of platelets.**



**Please visit: <https://platelets.blood.co.uk/become-a-platelet-donor/>**

## Chalkhill Family Practice Surgery News

- We know at busy times it can be frustrating waiting for your call to be answered. If it's not urgent and you have a clinical query, why not try our **new automated service**? We will ask you some questions regarding the reason for your call, you can then hang up and your responses will be reviewed and actioned as appropriate. This may result in a quicker response for you. If you would like to use this new service, please press **option 2** when prompted if you are in the queue.
- We are now a Veteran Friendly Practice after receiving Armed forces accreditation. Please go to our website (under the New Patient's tab) to find out what this means for you.
- We are part of the Central PCN Group who support surgery 's with GP access. The PCN have allocated our patients a full time pharmacist, a dedicated pharmacist for our nursing home and housebound patients, dietician, social prescriber, health and well being coach and a physiotherapist.
- Evening and weekend appointments are available via GP access hubs and again this is to help patient s with GP access. This service is managed by K&W Healthcare. Sites are based at Wembley Centre for Health and Care, Kingsbury Health and Well-being, Lonsdale Medical Centre and Willesden Centre for Health and Care.
- eConsultations have all been triaged within 48 working hours of submission. They are currently triaged by the Central PCN Pharmacist who will book and signpost patient to the most appropriate service according to clinical priority. This is also managed by the Central PCN team.
- We are having great success with our eConsult Lite as we are aware that not all our patients are able submit eConsultations online. Using eConsult lite a receptionist completes the templates on behalf of the patient and then the request/query is triaged the same as eConsultations.



**Chalkhill Family Practice**

113 Chalkhill Road

Wembley

London

HA9 9FX

Tel: 020 3836 5030

[www.chalkhillfamilypractice.nhs.uk](http://www.chalkhillfamilypractice.nhs.uk)